GOVERNMENT OF INDIA
DEFENCE
LOK SABHA

UNSTARRED QUESTION NO:2839
ANSWERED ON:02.12.2016
Redressal of Public Grievances
Gaikwad Dr. Sunil Baliram;Gupta Shri Sudheer;Mahato Shri Bidyut Baran;Radhakrishnan Shri T.;S.R. Shri Vijay Kumar;Singh Shri Kunwar Haribansh

Will the Minister of DEFENCE be pleased to state:

(a) whether the Government has asked the Directorate General of Defence Estates (DGDE) to apply modern technology for redressal of public grievances;

(b) if so, the details thereof and the other steps taken / being taken by the Government in this regard;

(c) whether the Government has relaxed the norms of No Objection Certificate (NOC) for people living around defence establishments to mitigate the problems faced by them;

(d) if so, the details thereof and the reasons therefor;

(e) whether the Government also proposes a revised policy on leases, setting up communication infrastructure, mutation of properties etc.; and

(f) if so, the details thereof and the reasons therefor along with the time by which it is likely to be revised?

Answer

MINISTER OF STATE (DR. SUBHASH BHAMRE)
IN THE MINISTRY OF DEFENCE
????? ????? ?????? (??. ????? ?????)
(a) & (b): The Centralized Public Grievance Redress and Monitoring System (CPGRAMS), an online portal of the Government of India, has also been implemented in Directorate General of Defence Estates. Besides, Cantonment Boards are also using another online system "SAMADHAN" for redressal of day to day public grievances.

(c) & (d): Based on a large number of representations received from elected representatives and review of sensitivity of defence installations, the Government has amended the guidelines dated 18.05.2011 for issuance of No Objection Certificate (NOC) for building constructions in the vicinity of defence establishment on 21.10.2016. As per the revised guidelines, the security restrictions in respect of defence establishments / installations located at 193 stations shall apply up to 10 mtrs only from the outer wall of such establishments / installations. However, in respect of 149 stations located in the State of Jammu & Kashmir, the restrictions shall apply up to 100 mtrs from the outer wall of such defence establishments / installations.
(e) & (f): Yes, Madam. Government proposes to revise the policy on leases, setting up communication infrastructure and mutation of old grant property in Cantonment areas. The details of the revised policy will be made available once the same is finalized in the Ministry.
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